DEPARTMENT OF PUBLIC HEALTH AND HUMAN SERVICES



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MAR 3 2008 CPMHS-DSD

March 4, 2008

To: Jack Chambers, CEO ORI Wayne Reynolds, ORI CM Supervisor

FROM: Cherilyn Turner and Chris Kleinsasser, QIS Region II

RE: ORI Case Management Review FY 08

Please find the attached Case Management review of ORI services in Region II. This review follows the procedure outlined in the Quality Assurance Standards for case management dated 07/01/05 with one difference. The checklist used for plan reviews was updated in March 2007 to include the movement from Individual Planning to Personal Supports Planning. The data gathered from the file review is documented on the excel spreadsheets attached to this letter and is comprised of a 10% sample (16 files across all case managers) as required by current policy. All files reviewed included the new PSP process.

ORI covers a very large geographic area for case management services in 8 counties. Overall findings during this review demonstrate that the geographic distance has not hindered the supervision and consistency of quality services. Findings were quite consistent from one satellite area to the next with exceptions noted on the excel spreadsheets. All other findings noted here and on the attached QAOS forms were consistent across the region. There is one finding reported on the Quality Assurance Observation Sheet (QAOS) that does require a response by March 19, 2008. The other

QAOS forms document commendations for services well done and do not require a response.

The current quality assurance process for case management only addresses a few basic questions outlined in the attached document. This process is in review and is likely to change by the next comprehensive review. With this in mind, the following observations may want to be considered for possible future needs.

- 1. It has been found that referral updates have not been made a priority in the past. New screening procedures make it very important that referral information be comprehensive, complete, and updated regularly.
- 2. PSP documents have not always been disseminated within the required time frames. This will become more important as providers are being held accountable for implementation strategies.

If you have any questions or concerns regarding this review please feel free to contact us. It has been a pleasure working with the dedicated staff at ORI and we look forward to continuing to work together to support the individuals in our services.

Department of Public Health and Human Services Developmental Disabilities Program Ouality Assurance Observation Sheet N

	Object of the beautiful to	Quality Assurance	THE RESERVE OF THE PARTY OF THE	oneet No	.1308	
		The second secon	ORMATION	A REAL PROPERTY.		
		outine 🛛 Quality Assurance review an of Correction needed				
Provider:	-	ortunity Resources, Inc.	QIS:	Chris Kleinsasser, Cherilyn Turner		
Date:	3/4/0	98	Concern:		lation for immediate f concerns	
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		\$ DDPDET	Contract the contract of the c			
Observation	n:	It has been noted when a concer supervisor and/or case managen and are quick to work with other	t staff take it ve	ry seriously		
Criterion:						
Effect: ORI case managers work efficiency others.			ntly and effecti	vely with		
QIS Signat	ture:	Chris Kleinsasser, Cherilyn Tur	ner		Due date: na	
Cause (why occur):	y did it	*PROVIDER RESPONSE ?				
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Copy to (ch	neck all Contact	ccepted Requesting further ret that apply): Regional Manag File Quality Assurance Spec	er 🛛 Executive	e Director 🛛	DDP Bureau Chief Directors	
Comments	:					

Department of Public Health and Human Services Developmental Disabilities Program

		Quality Assurance		Sheet No	:2308		
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		outine Quality Assurance review an of Correction needed					
Provider:	Oppo	ortunity Resources, Inc.	QIS:	Chris Kleinsasser, Cherilyn Turner			
Date:	3/4/0	08	PSP not c days	ompleted within 365			
			\				
Observation	1:	There were consumers that did	not have their P	SP/ISP's	The state of the s		
within 365 days of last PSP. (Please see the excel spread sheets for specifics. Consumers							
Criterion: PSP Development Guide, 37.34.1102							
Effect: It's important to re-visit an individ							
		scheduled time frames to better assist in a complex process					
OYC C:4		to meet consumers needs.			Due date: 3/19/08		
QIS Signat	иге:	Chris Kleinsasser, Cherilyn Tur	ner		Due date: 3/19/06		
		PROVIDER RESPONSE					
Cause (why	did it		and the financial littles and specific from a finite forms to provide a soft, may see that the finite forms of	On the later of all the party of the later o			
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Disposition	: \(\Bar{A}\)	ccepted Requesting further re	view [response of	date:	· · · · · · · · · · · · · · · · · · ·		
_		that apply): Regional Manag		-	DDP Bureau Chief		
		File Quality Assurance Spec	ialist 🛭 Preside	ent, Board of	Directors		
Other (S	pecity:)					
Comments:							

Department of Public Health and Human Services Developmental Disabilities Program

		Quality Assurance	Observation S	sheet No	:3308
	A STORY	State of the state	FORMATION		
-		outine \(\subseteq \) Quality Assurance review an of Correction needed		200	
Provider:	Oppo	ortunity Resources, Inc.	QIS:	Chris Kle Turner	insasser, Cherilyn
Date:	3/4/0	8	Concern:	interest in consumers d beyond	
	A CONTRACTOR OF THE PARTY OF TH				
		DDP DE	Personal Property of the Party		Market British British Company
Observation		Case Manager's contacts with of than the minimum requirement contact notes, meetings and PS managers are committed to ensure being met.	s. It is evident the P planning that c	nrough ase	
Criterion:		28.			
Effect:		Allows consumer's interests, wand addressed.			
QIS Signatu	ıre:	Chris Kleinsasser, Cherilyn Tu	Due date: na		
Cause (why occur):	did it	PROVIDER RESPONSE			
Action (what be done):	t will				
Signed by:			- 8	Date:	
			DDP		
Copy to (che	eck all	ccepted Requesting further rethat apply): Regional Mana File Quality Assurance Spe	ger 🛭 Executive	e Director 🛭	DDP Bureau Chief Directors
Comments:		,			

Department of Public Health and Human Services Developmental Disabilities Program Ouality Assurance Observation Sheet N

ACC	the issued	Quality Assurance	Observation S	sneet No	14308
40	Ro	outine Quality Assurance review	ORMATION	STATE OF THE PARTY OF	
		an of Correction needed			
Provider:	Oppo	ortunity Resources, Inc.	QIS:	Chris Kle Turner	insasser, Cherilyn
Date:	3/4/0	08	Concern:	Thorough document	
			<u> </u>	<u>.</u>	
		DDP DET	AILS		AL TENEDONE
Observation	1:	ORI staff are efficient and effect documentation is accurate, compappropriate team members.			
Criterion: PSP Development Guide, 37.34.1101 & 1109					
Effect:		With all the demands placed on and incomplete plans.	all, this reduces	follow-up	
QIS Signature: Chris Kleinsasser, Cherilyn Turner					Due date: na
Cause (why	did it	PROVIDER RESPONSE			
occur):	.4:11	 			
Action (who be done):	at Will				1 12
Signed by:				Date:	
9				- PR(U)	
Copy to (ch	eck all Contact	ccepted Requesting further rev that apply): Regional Manag File Quality Assurance Spec	er 🛛 Executive	e Director 🛛	DDP Bureau Chief Directors
Comments:					

Agency: Opportunity Resources, Inc.

Evalutators: Cherilyn Turner 10% sample of PSP/IP documents								Appendix or QAOS
Case Manager	PW	SB	LH	PW	LM	LM	SB	1/2
Consumer initials	E .							7 1/
Takai emaka maka maka ang katain katain katain katain	E ANTONIO			N.				3-14.3-5
Face to Face Contacts (four per year)	y	y tractions	* yallagin	·yxexxxx	PE YEARS	YENGWA	Y	a dina ili eneli
Quarterly reports reviewed?	YELL T	ÿ r	n	y 能認辞	na	n	na	To the second
IP/PSP revised as needed?	у	У	у	У	у	У	у	ES ENTER
Services delivered per PSP/IP?	у	у	У	у	У	У	у	SELECT MESSAGE
Services Coordinated?	у	у	У	У	У	У	У	1 C 3 L 8 L 9
Abuse, neglect, exploitation protocols followed?	ÿ	y ka	na	C V製料の対抗	na	n	Y. Market	E TANTA
	9 nesota	n	na	n	nas 🥍 😅	n和技术	na	Mark Street
Explains waiver services?	у	у	na	У	na	у	У	(生物の)を表

Comments:

Agency: Opportunity Resources, Inc. Evalutators: Cherilyn Turner 10% sample of PSP/IP documents

Case Manager	PW	SB	PW	LM	n topy dur
Consumer initials]				GS:
Current PSP date	10/23/2007	8/7/2007	3/14/2007	10/30/2007	The Control of
Introduction, positive, no jargon	yes	yes	yes	yes	20 E PEN
Vision statement reflects individual wishes]yes	yes	yes	yes	1000
	yes	yes	yes	yes	
start, completion, review dates for outcomes/actions	yes	yes	yes	yes	
individual attendance, or documentation why not a way a	yes	yes	yes	yes	DOMESTICS.
rights restrictions, trg component, QIS approval?]NA	NA	yes	yes	· · · · · · · · · · · · · · · · · · ·
self admin med program, or justification?	NO	no	yes	yes	THE PERSON NAMED IN
consumer survey, personal info, concerns addressed?]yes	yes	yes	yes	。[[編]]
incident reports/issues addressed?	no	no	yes	yes	人不是大多数
béhavioral support needs addressed?	yes	yes	yes	yes	11.10
health care needs addressed?	yes	yes	yes	yes	il de
self care needs addressed?	yes	yes	yes 🗵	yes	2. 第三编章
PSP within 365 days of previous?	11/15/2006	6/30/2006	2/8/2006	11/7/2006	THE PERSON
Waiver 5 attached to PSP/IP	yes	yes	yes	yes	此關於的問題
ICP attached to PSP/IP?	yes	yes	yes	yes	可以自由的
Implementation Plan attached as needed	yes	yes	yes	yes	CANDELLE STATE
	115 AND NATIONS	STREET, STREET, LABOUR STREET, LABOU	WORK AND SON TO STATE OF THE PARTY OF THE PA	A THROUGH CONTROL OF THE PARTY OF THE	THE PROPERTY WAS ASSESSED.

Appendix or QAOS

Comments:

Case Management Standards

Agency: Opportunity Resources, Inc. Chris Kleinsasser

Evalutators: Chris Kleinsas
10% sample of PSP/IP documents

Case Manager	WR	WR	DE	DE	GC	WR	GC
Consumer initials	±,540 s	= 9	_				
Introduction, positive, no jargon	у	У	У	na	у	na	na
Vision statement reflects individual wishes	У	у	У	na	у	na	na
start, completion, review dates for outcomes/actions	证据 y-是在海岸	y en en en en	y F	y	y	y supple	ÿ
individual attendance, or documentation why not 🎏	型 y 非元素	y Roser	y N	yattagan	为智慧的	y 機關	ŷ A
rights restrictions, trg component, QIS approval?	na	na	na	na	na	na	na
self admin med program, or justification?	У	у	na	na	na	na	na
consumer survey, personal info, concerns addressed?	у	У	У	na	у	na	na
incident reports/issues addressed?	no	no	+ YATE	na :	Y 縣級 是	na 🖟 🔭	na
behavioral support needs addressed?	ys is with the	y 😼	y ë	na 💥	文型統領	nage	na
health care needs addressed?	У	у	У	У	У	У	У
self care needs addressed?	у	У	У	У	У	у	У
PSP within 365 days of previous?	y	Your State of	no	Yester and	y , , , , , , , , , , , , , , , , , , ,	· Y · Sin ·	Yar and
Walver 5 attached to PSP/IP	y Z N	Ye and	yed	na	y XX	na la	na
ICP attached to PSP/IP?	У	n	n	na	у	na	na
Implementation Plan attached as needed	у	n	B =	n	n	n M	n -

Comments:

Comprehensive Evaluation 3/4/2008

Evalutators: Chris Kleinsasser 10% sample of PSP/IP documents								Appendix or QAOS
Case Manager	WR	WR	WR	DE	DE	GC	GC	92000 L
Consumer initials								
Face to Face Contacts (four per year)	y.	on year	y	座 玩图	y	y	J yallahali	1,500
Quarterly reports reviewed?	y	y .	r n	y	na	n	na	A Mary 1997年
IP/PSP revised as needed?	У	y	У	У	У	у	У	机线型等数
Services delivered per PSP/IP?	у	у	у	у	у	у	у	2/15/E/3/12
Services Coordinated?	у	у	У	у	У	у	У	表示的工作器
Abuse, neglect, exploitation protocols followed?	y some	y 3 3 4 5 6 3	na	E VILLEY	na	n	na	1000 B
Training provided for abuse reporting?	克 克 克克曼	n n	na	is national	na	District	na	A THE SECTION
Explains waiver services?	٧	V	na	У	na	У	na	

Comments:

There were no current quarterly reports in files on individuals reviewed at QLC, Conrad. QLC has not been completing nor submitting their reports.

Objectivity of case management services in one area had been of concern. Consumers had not been paid for over a year.

When this was discovered Case Manager had many reasons in defense of the provider as to why this happened. However, ORI CM supervisor remedied the situation by working with the CM and relocating the office to a more neutral location (CM used to rent office space in the provider agency building).